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## PATENT

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Serial Number: 10/672,777  
Filing Date: September 26, 2003  
Applicant: Bradford Fisher, et al  
Entitled: REAL-TIME SLA IMPACT ANALYSIS  
Examiner: Not Yet Assigned  
Group Art Unit: 2127  
Attorney Docket No.: RSW9-2003-0123US1 (7161-111U)

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Commissioner for Patents  
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Dear Sir:

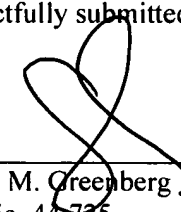
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Respectfully submitted,

Dated: May 18, 2004

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